Sunil

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Customer Service Officer

# CAREER GOAL

To become a part of the organization where I can apply my Knowledge and my skill and be able to contribute growth and success of the organization. A seasoned & dedicated professional with over 2 years banking experience in Retail Banking, Operations & Accounts and Customer service. Seeking for a challenging position where all my skills could be ventured brilliantly, towards fulfilling Organizational and personal goals.

**WORK EXPERIENCE**

1. **Emirates India International Exchange in UAE | 2 year Present**

Emirates India International Exchange is a service company that believe in doing business with ethics & care which has sustained the value of its brand over the years providing services like remittances to any part of the world (i.e. Bank remittance or instant remittance), it also provides facility of foreign exchange, WPS service, Corporate remittances and also allied services that includes EZE Top-up, Credit card payment, bill payments etc.

* Attend counter customers, remittances sending and receiving from any part of the world, telex transfers, wire transfers and inter- UAE money transfer.
* Handle foreign currency exchange transactions.
* Handle customer transaction complaints, status and general enquiries.
* Monitoring the current market status for cross selling of Foreign Currencies.
* Handling the cash during closing and ensure that cash are tallied.
* Deposit branch fund to head office and prepare necessary supporting documents on a daily basis.
* Prepare daily transaction report and endorse it to Branch in Charge.

# Work as marketing and sale execute in caro distruduter in GOA | 2 year

Assist customers choose between company’s array of goods and services, process payments and maintain a level of customer service.

Managing day to day product tracking and delivering goods ordered with time frame

Responsibly marketing and promoting of product and services to existing and potential customers.

# Preparing Bill of Purchased order and forwarding it to sells team for accounting

# Keep record of daily Payments and Receipts:

Recording of various payments such as payments made for purchases, giving wages and recording of various receipts such as receipts from sales from different branches

# Prepare LPO:

Preparing of purchase orders including Product, Quantity and Agreed Price and forwarding it to the sellers

# Data Entry:

Collecting bills from various outlets and entering the data into an Excel Sheet

# Collect Cash Receipts:

Collecting cash payments paid by customers and cashiers at different outlets

# Office administration:

Dealing with different suppliers, checking e-mails and attending phone calls

**AML Training:** - **Anti**-**money laundering** (**AML**) refers to a set of procedures, laws or regulations designed to stop the practice of generating income through illegal actions. Training

was conducted to ensure employees working in financial institution are aware about money laundering and related threats.

# EDUCATION

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# CORE SKILLS

* Excellent Communication Skills.
* Quick learner.
* Attention to Detail.
* Hard Working Individual.
* Multi-site operation.
* Customer satisfaction.

# COMPUTER SKILLS

MS Office, Symex,

# PERSONAL INFORMATION

Date of birth : 02/09/1991

Nationality : Indian

Languages : English , hindi , kokani , Marathi , urdu

Driving License : Holding valid license of Dubai

**DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.